

Enter & View Report

New Victoria Nursing and Residential Care Home

1st October 2024
10am – 12:00pm



DISCLAIMER This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and service users who met members of the Enter & View team on that date.

Contact Details

139 Hornby Road, Blackpool FY1 4JG

Person In Charge on day of visit

Marion Gourlay

Healthwatch Blackpool Authorised Representatives

Alex Lever

Charlotte Knight

Acknowledgements

Healthwatch Blackpool would like to thank residents and staff for making us feel welcome during our visit to New Victoria Nursing and Residential Care Home.

Announced Visit

General Information

- The home is run by Regency Health Care.
- The accommodation comprises of 30 bedrooms. 29 bedrooms are single rooms and 1 bedroom is a double bedroom. There are shared bathroom facilities and no en-suites.
- 29 residents occupied New Victoria Nursing and Residential Care Home at the time of the visit.
- There are no specific specialisms.
- The latest CQC inspection and review rated this home as **REQUIRES IMPROVEMENT**.
- There is no top up fee.

What is Enter and View

We have the statutory right to carry out 'Enter and View' visits which allows trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from patients and to observe the environment and the quality of the service provided.

The visit was part of our programme of Enter and View visits to healthcare facilities in Blackpool. The aim of the visit was:

1. To find out about patients' experience of the hospital in relation to:
 - Daily Life
 - Quality of Care
 - Activities
 - Involvement of Patients
2. To identify examples of good practice
3. To highlight any issues or concerns from patients and any ideas for improvements



Service User Feedback

Healthwatch Blackpool engaged with **15** residents during the visit. It is important to note that residents within the home had varying levels of capacity. Healthwatch representatives had numerous conversations on the day of the visit and below is some feedback directly relating to the home and resident feedback.

"I enjoy my time here."

Daily Life

During the visit to New Victoria Nursing and Residential Care Home most residents were in their rooms, either watching TV, reading magazine or resting. A few were in the communal living room, watching TV or playing dominoes with the activity coordinator. Marion explained to Healthwatch representatives that residents daily routines vary based on their individual capabilities. Some residents shared that they had no complaints, enjoyed watching TV and didn't engage in many other activities.

Marion mentioned that residents have the freedom to choose when they wake up. Breakfast begins at 8am and staff ask each resident for their food preferences. After breakfast, staff assist with washing and dressing. Additionally, night staff carry out care rounds, with welfare checks occurring at 6am for pad changes and washes for any residents who are already awake.

"I can't find any fault with anything."

"I wake up and have breakfast."

"I like watching TV, I have a TV in my room and I enjoy watching the soaps, I like Corrie and Emmerdale farm."

"My clothes are washed often."

"I don't do much."



Quality of Care

Healthwatch staff observed that care staff were attentive to all residents, regularly engaging with them in conversation. Staff were also seen cleaning corridors and communal areas. Several residents expressed that the care they receive is very good, the environment is clean, and that staff are attentive. However, some residents noted a delay in staff response times, concerns about cleanliness and finding it difficult adjusting during their settling in period. One resident mentioned that their feet are not checked as often as they would like and that they struggle to do this themselves. Healthwatch staff also observed an emergency call to which staff responded promptly and efficiently.

"Happy with the care I get, it's very good."

"It's clean."

"It works quite well."

"Toilet needs to be kept clean and tidy."

"Took a long time to settle in."

"Staff give me my medication for my pain."

"Not perfect."

"Can't find fault."

"Nice and clean."

"They wouldn't let us suffer."

"sometimes I find I am waiting too long for staff to come to me."

"My feet don't get looked at and need to be checked often as I can't check myself."

"They wouldn't let us suffer."

Staff Manner

During the visit, staff were observed to be friendly, approachable and caring towards residents. Residents expressed that they were happy, noting that the staff were friendly and hard working.

"Very good, staff are good."

"Staff friendly."

"They're alright."

"I'm happy."

"They're fine."

"Alright."

"Staff chat when got time, they do work hard."

"Very good."

"Carol is brilliant."



Activities

During the visit, residents were seen playing dominoes and listening to music in the communal living room. While residents shared that activities were once fantastic, some suggested trips out. One resident expressed that they'd like to participate in activities but are unable to do so due to being bed-bound. Activities mentioned by residents included a monthly singer, reading and games such as higher or lower.

"Music is noisy."

"Games are organised."

"Higher and lower."

"I can't take part"

"There's games."

"We're playing dominos today."

"There's a singer once a month."

"I like reading."

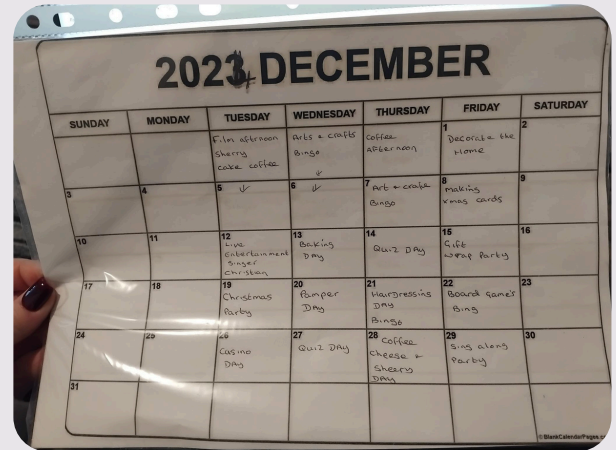
"I'd like to do activities when I can."

"Activities used to be fantastic."

"I suggested trips out."

"Tuesday, Wednesday, Thursday, Friday there's always something."

"I would like to do activities but I'm unable due to being bed bound."



Visits, Leave and Contact with Loved ones

Marion informed Healthwatch staff that visitors are welcome to visit their loved ones at any time. There are restricted visiting hours, before 10:00am and after 9:00pm. At the time of the visit, Healthwatch staff observed two residents spending time with their family members.

"Loved ones can come whenever."

"Yes we get visits."

"My sister came today."

"Visits- not very often."

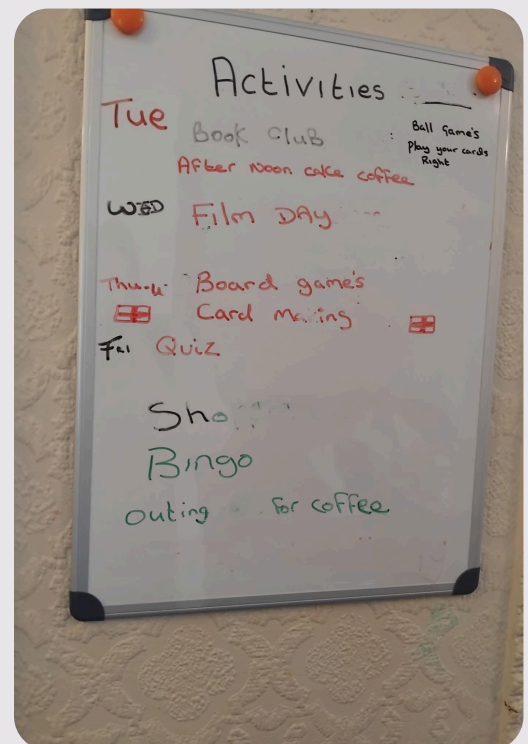
"Visits from brother when he can."

"Carol takes me out. We have been to Costa, cafes, shopping."

"I don't go out, I don't think there's a garden."

"If it wasn't for Carol, we'd never go out."

"We take it in turns of who goes out."





Safety, Privacy and Wellbeing

One resident expressed feeling uneasy when agency staff assisted with their care. Another resident mentioned feeling down and had written to their doctor regarding these concerns.

Healthwatch staff observed that most resident bedrooms were personalised with their own belongings. Marion emphasised that residents have the freedom to choose how they would like their room decorated. The majority of residents shared that they were happy with their rooms and decorated to their personal preference.

"Room could be better and also the facilities."

"Room is decorated."

"My room is decorated to my taste."

"I am happy with my bedroom."

"I feel safe."

"I feel happy here."

"Room very good."

"The handyman fixes things that need to be fixed."

"I am nervous with the agency staff – It didn't feel they had hold off me properly and I thought I was going to fall."

"I get very down – written to my doctors about how I feel."

Patient Involvement

During the visit, Marion highlighted that visitors can leave feedback in the comment box located in the main hallways or use anonymous comment cards. She also mentioned that residents are encouraged to share their feedback with staff as and when needed.

Residents confirmed that they feel comfortable openly discussing any concerns or feedback with staff.

"Yes I tell staff."

"Yes, I can tell them if there's a problem, they'll know."

"Can tell them what I want."

"Yes, I can speak to staff openly."

"Everything's good here, cant think of any improvements."

Food

Some residents shared that they were pleased with the food and were happy with the variety of hot and cold options available. However, other residents suggested that homemade meals would be an improvement and that the quality of food could be better. They felt the menu offered bland and beige options and expressed the need for a better variety. One resident mentioned that they purchase their own juice, as they do not like the soft drinks provided.

"Choice every day, always two to choose from and we're told on the day."

"Two meals to choose from, my favourite is a bacon toastie."

"Good."

"Needs more variety."

"Foods good."

"Same every week."

"No homemade stuff."

"Bland and beige food."

"Food really good."

"Foods alright, it can always be better with the quality."

"I buy my own juice."

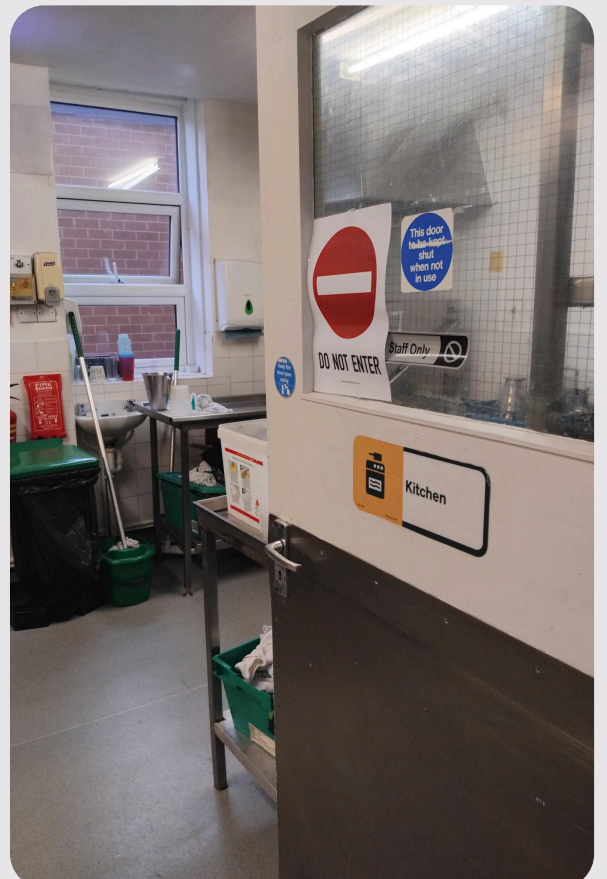
"Cold."

"Hot and cold food."

"Wood be better if there was homemade stuff, food is all frozen."



MAIN MEAL MENU - WEEK 3						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Lamb & Mint Pie	Savoury Minced Beef	Chicken & Vegetable Casserole	Vienna Steak in Sauce	Fish, Chips & Peas	Minced Beef Hotpot	Sliced Chicken in Gravy
Chilli Con Carne	Salmon & Broccoli Bake	Sweet Topped Steak & Potato Pie	Vegetable Lasagne	Fish Pie	Baked Vegetable Pie	Traditional Roast Potatoes
Colcannon Mash	Mashed Potato	Colcannon Mash	Mashed Potato	Mashed Potato	Boiled Potatoes	Mashed Potatoes
White Rice					Mashed Potatoes	
Cut Green Beans	Broccoli	Mixed Vegetables	Cabbage	Mashy Peas	Broccoli	Mashed Swede
Sliced Carrots	Mashed Swede	Cauliflower	Mashed Root Vegetables	Garden Peas	Mashed Root Vegetables	Mixed Summer Vegetables
Spiced Plum & Orange Pie	Apricot Crumble	Chocolate Chip Pudding	Rhubarb Crumble	Mixed Fruit Pie	Jam Sponge	Raspberry Pudding
Semolina Pudding	Chef's Rice Pudding	Cooked Summer Fruits	Chef's Rice Pudding	Semolina Pudding	Tapioca Pudding	Stewed Apple



Weekly Main Meal Menu - Week 1						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Main Course Baked Steak & Mushroom Pie or Chicken & Vegetable Casserole	Main Course Chicken Goujons or Beef Bourguignon with Pasta	Main Course Beef Casserole or Cold in Parsley Sauce	Main Course Beef Lasagne or Pork & Apple Casserole	Main Course Cod in Parsley Sauce or Chicken & Ham Pie with Flaky Pastry Top	Main Course Sausages in Onion Gravy or Creamy Vegetable Cheese Bake	Main Course Ham and Leek Quiche or Roast Beef in Gravy
Served with Mashed Potato or Baked Potato Wedges	Served with Colcannon Mash or Baked Potato Wedges	Served with Colcannon Mash or Croquette Potatoes	Served with Mashed Potato or Saute Potatoes	Served with Mashed Potato or Oven Chips	Served with Saute Potatoes or Baby Potatoes	Served with Mashed Potato or Golden Roasting Potatoes
Accompanied by Mixed Vegetables & Sliced Carrots	Accompanied by Mashed Root Vegetables & Peas	Accompanied by Cabbage & Mashed Swede	Accompanied by Mashed Root Vegetables & Brussel Sprouts	Accompanied by Mushy Peas & Peas	Accompanied by Cauliflower & Mixed Vegetables	Accompanied by Mixed Summer Vegetables & Broccoli
Dessert Apple Crumble or Cooked Apricots	Dessert Bakewell Tart or Chefs Rice Pudding	Dessert Jamaican Ginger Pudding with Orange Sauce or Clotted Cream Rice Pudding	Dessert Lemon Flavour Sponge or Rice Pudding with Nutmeg	Dessert Apple Pie or Semolina Pudding	Dessert Chocolate Chip Pudding with Salted Caramel Sauce or Chefs Rice Pudding	Dessert Sticky Toffee Pudding or Stewed Apple

Visitor Feedback

“He needs a haircut – they encourage him. Can’t fault the staff, they have always been caring.”

During the visit, Healthwatch staff spoke with two family members who were visiting their loved ones. Both highlighted that the staff were friendly, caring and had a good rapport with residents. One family member expressed that they were happy to see their loved ones participating in a game of dominoes. While family members appreciated being updated during their visits, they mentioned that they did not receive regular updates at other times.

One family member raised a concern about their mothers sore feet, highlighting that staff need to check them regularly. Overall, family members felt their loved ones were safe and happy at New Victoria Nursing and Residential Care Home. However, one family member noted concerns about soiled bedding and stained, unkept clothing.

“I can’t comment really but the staff seem lovely.”

“I have noticed mums feet need checking more regularly by staff.”

“Disappointed, own clothes are looking shabby.”

“He likes to wear suit jackets – all stained. I don’t like to see him like that. But that is nothing to do with the care. He’s been told it needs cleaning but he likes to keep it like that.”

“Shirt was stained.”

“Not happy with the bedding, it looked as though it was soiled and had dried out.”

“Good rapport with staff.”

“It’s a lovely home, he’s been in 2 years.”

“When I’m here, the staff communicate with me but I don’t live locally. Not a lot of communication otherwise. Always had a good relationship. I do feel he’s safe.”

“I asked him if he was happy here and he wants to live with his partner. He genuinely likes the staff – especially Carol.”

“Building could be modernised, generally kept clean.”

“I was invited to lunch on a Sunday.”

“I did notice on the table, the edge – it could be scuff marks but could be food.”

“Thrilled to see him playing dominoes, don’t know how frequently he participates. Carol does lots of activities. Often up in his room as he complained he is cold down here.”



Visit summary & observations

Pre visit

The visit to the New Victoria Nursing and Residential Care Home was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter, ten working days before the visit. The home was asked to display posters and make residents and families aware of the planned visit. The visit was conducted in line with current infection prevention control measures.

First impressions

New Victoria Nursing and Residential Care Home is situated on Hornby Road, close to Blackpool Town Centre, with good transport links and many local amenities close by, located a short walk away. The external environment at the front of the home was well presented, with clear signage visible from the street. There are steps and also a gradual slope for easy access into the main entrance. There is a secure main door at the entrance of the property with bell access. Healthwatch representatives were guided into the property by a member of staff and welcomed by the manager, Marion.

Marion stated that New Victoria Nursing and Residential Care Home is registered for 30 people, with 29 residents occupying the home at the time of our visit. The home comprises of 30 bedrooms split over three floors. 29 bedrooms are single rooms and one bedroom is a shared double room. All bedrooms do not have en-suites and instead have shared bathroom facilities. Marion was happy for Healthwatch representatives to speak to residents residing in their rooms. Bedrooms were spacious, tidy and clean. The one shared bedroom was occupied by a married couple and they highlighted that there isn't much room. Marion explained to Healthwatch representatives that they are currently in the process of moving into a more spacious bedroom for them both. On the ground floor there was a kitchen which appeared clean and tidy. There was also a laundry room with washer and dryer appliances. There is a lift which was in full working order and Marion stated that this is checked regularly. They have wheelchair access at both the front and back of the property. Healthwatch representatives observed available equipment such as hoists and aids to help with mobility. The home doesn't have any specific specialisms and do support older adults with old age dementia and Alzheimer's. At the time of the visit, there were two nurses, five carers, three domestics and one handy man. On a night shift there is one nurse and three carers. Marion stated that they use agency workers occasionally and when needed. Healthwatch staff were informed that all staff are provided with inhouse training and are required to complete all mandatory training. Staff are given a list of 20-25 courses and the training is appropriate to the company and specific role. Management are provided with role specific training courses. All training is completed online and is repeated each year. There was an activity calendar on the wall in the dining room which appeared partially filled out and it was unclear as to whether this calendar was in use. Marion explained that they do have an activity coordinator in place, and expressed that she would like the activity schedule to be improved as activities are repetitive each week. They are currently in the process of discussing the activities with the activity coordinator to update the current schedule. Marion provided Healthwatch staff with a printed copy of an updated 2024 activity calendar.

Marion informed Healthwatch staff that residents are asked what food they would like and given a choice on the day. Breakfast consists of hot and cold food items such as cereal, toast and a cooked breakfast, stating that hot breakfasts are cooked to order. Lunch is provided from a food service called *Apetito* which is ordered in advance and provides trays of food that can be reheated. The menu is seasonal and a 4 week cycle menu offering 2 choices of lunches as well as pudding. For dinner, there are no specific menus and residents have a choice of hot and cold food including sandwiches, jacket potatoes, omelettes, poached eggs and soup. Supper is also available with a choice of biscuits, yogurt and fruit. Marion explained that they can cater for those with specific dietary requirements and can arrange with the local butcher for residents requiring Halal or Kosher. Residents have a choice of hot and cold drinks which are provided when requested and offered regularly.

Environment and communal spaces

New Victoria Nursing and Residential Care Home has a main communal living room, shared with the dining room. There is a large TV and a seating area which appeared to be well kept, clean and maintained. Within the living room, there is a bookcase with books and magazines. Mobility aids are stored next to the bookcase near the living room, which occupies a significant amount of space. The dining room features a limited number of tables and chairs. An activity calendar which appeared partially filled out, is on display alongside an updated food menu. At the time of the visit, residents were listening to music through the TV and taking part in a game of dominoes with the activity coordinator. There is access to a large outdoor space which features tables, chairs and a sheltered area at the bottom of the garden. The kitchen is situated on the ground floor, where staff were observed going around to residents to offer hot and cold beverages. Residents appeared comfortable and relaxed in each others company. Bedrooms are split across three floors and along the corridors are trolleys comprising of Personal Protective Equipment (PPE), fresh bedding and towels.

Observations of resident and staff interaction

Healthwatch representatives observed staff treating residents with care and dignity. There were positive interactions between staff and residents within the communal area and in residents rooms. Residents appeared well cared for, with many engaging in conversation and were happy to talk to Healthwatch staff. Staff were also engaged with Healthwatch representatives and were very accommodating and happy to chat to us.

Overall visit summary



Healthwatch Blackpool had a positive experience overall on the visit to New Victoria Nursing and Residential Care Home. Staff were friendly and welcoming to Healthwatch representatives. Feedback from residents and observations suggested that overall, those staying at New Victoria Nursing and Residential Care Home were satisfied with their care. Communal areas were clean, tidy and well kept. Both residents and staff were happy to engage with Healthwatch representatives. Marion has expressed improvements are to be implemented with the activity schedule.

The main areas for improvements include, providing homemade food where possible as requested by residents. Circulate the food menu clearly so residents are aware of what is on offer. The menu can be given by hand the night before or on the day. Place the menu where it can be visibly seen such as main communal areas. Implement a more varied activity calendar and advertise this to all residents. Offer activities for those bed bound or with mobility issues to allow for optional participation. Residents should have a choice in selecting activities to ensure they reflect their interests and preferences. Improve communication with non-local family members and loved ones who may not receive regular updates they would through in person visits. Increase opportunities for residents to provide feedback and ensure this is well promoted and communicated to encourage active participation. Increase the frequency of visits from the chiroprapist.

Overall, New Victoria Nursing and Residential Care Home can celebrate the many positives detailed throughout this report, and there are a few areas for improvement, detailed as recommendations. Healthwatch Blackpool would like to thank staff and residents for accommodating our visit and for taking the time to talk with the team.

Observation/Feedback

Management/Provide Response

Action to be undertaken by/when?

Residents have requested homemade food where possible.

We are addressing this. Due to the range of diets and needs we have it cannot be done overnight, however we are trying and will achieve a balance.

Actioned

A food menu to be circulated clearly to residents either given by hand the night before or on the day. Menu to be placed on a board in main communal areas.

I see the advantage to this, but we are a home of 30 residents, we do not have administration back up and the manager does all the paperwork. To write and distribute and collect 30 menus daily is quite a time consuming task. I may be possible to print the weekly menus and if there is something the service user does not like they can ask for an alternative. We already purchase separate food for three service users and cook it to their liking at the time they want it. The cooks are on a timescale and have expressed concern that they are stretched over the lunch period with the extra meal preparation.

Actioned

Implement a more detailed and varied activity calendar. Activities to incorporate seasonal events. Activities to be offered to those who are bed bound or with mobility issues. This should be co-produced with residents.

I fully understand the need for this. I agree our activities have not always been up to the mark, however we have limitations. This care home is more like a hospital ward than a home. We have a high percentage of bed based service users, who are on end of life care. We try but find it very difficult to get them to interact. They are so poorly and some, because of physical appearance, do not want to mix with others. Our stroke survivors have problems with mobility and dexterity and therefore it may appear that the same people are getting attention all the time. This is not the case and the activity lady does go around the rooms, read newspapers and books and try and get some interest.

Activity Coordinator -
Actioned

Observation/Feedback

Management/Provide Response

Action to be undertaken by/when?

Regular communication with family and loved ones, Non-local family members felt there was a lack of communication from staff.

I remember the out of town visitor that was in the home during your visit and she is a lovely concerned lady. Her brother is very dear to her and she cares deeply for him. I do feel we communicate with residents and families. We do not like to intrude on family time. If there is anything to report we will certainly contact them. We do this. We keep families up to date where we are allowed to. Some service users request that we do not contact next of kin or tell them anything. We have no way of knowing what has gone on in family life. There is, sometimes, a lot of bitterness and guilt. We have to be very careful. On the other side of the coin, we welcome calls from families and they can call us 24/7. If we are permitted to we will give them all the information they need. Keeping in mind patient confidentiality.

Actioned

Create more opportunities for residents to give feedback. This should be clearly advertised and communicated to residents to encourage participation.

We do quarterly resident surveys and ask all manner of questions. We have a box in the foyer for complaints and comments. There are Care home cards, prepaid, in the foyer for residents to make a complaint or request. I go round the home each day and speak to the service users and the care staff engage in conversation while doing personal care. Our complaints policy is visible and open to all. Sometimes, despite all our efforts, service users feel the best way is to call or text CQC. I fully understand why. They can be anonymous and will not suffer any problems. We welcome complaints and comments. If we do not know we cannot put things right.

Actioned

Observation/Feedback

Management/Provide Response

Action to be undertaken by/when?

More regular visits from the Chiropodists.

I am so glad you have brought this up. We had a regular chiropodist for years and her fees went up annually until they were too expensive., £37 for nail clipping. I could not justify the residents paying this amount. None of our service users are eligible for free chiropody and they have to pay out of their pocket money. This is currently around £26 per week. I believe. I have only been in post here since June and have surfed every possible source to try and get someone to come and do domiciliary visits for a reasonable price. As I mentioned before we do not charge top up fees so it is up the individual to pay. I have secured a podiatrist who will come in and charge £17 for the service so long as I have 10 clients willing to pay. I have now achieved this and the first appointment is on 15th November. I am hoping this will be a quarterly event.

Actioned - regular visits from the Chiropodist every 8 weeks.

Managers Overall Feedback

I was very happy with the arrangements. Healthwatch kept me informed about the visit. The two ladies were so pleasant and explained everything they wanted to do. They were given free reign of the home. The positives are that the Healthwatch staff experienced the home staff interacting in a friendly and courteous way with the service users. I am happy that they managed to speak to a good cross section of our staff and residents. The home was found to be clean and the staff were working hard to maintain this. I believe the staff behaved impeccably and I have no comments or complaints.

Negatives of the visit for my part are in some of the comments of the service users. I am unhappy that some identified that they have to wait for someone to come to them when they use the nurse call. It is inevitable when several service users are calling at the same time, that someone will have to wait for care. When this happens the nursing staff go to the bedrooms to check if there is anything that can be done until the care staff get to them. Our residents usually need two carers at a time so getting things right can be a delicate balance.

I fully understand service users concerns when we have agency staff on duty. They get used to certain staff and rely on them. I always pair an agency carer with a permanent carer so that there is some experience in every room visit.

With regard to the room comment, that it could be better, I would answer by saying of course it could. We are a converted residence and due to structural confines can only make room space within the supporting wall and joists positions. The trend now is for purpose built homes, all en-suite, air conditioning and large lounges, hair salons and activity rooms. I would love to be able to provide this, but we do not have the space. Our rooms all have a 'hospital bed', laminate flooring, a vanity unit and residents can furnish and decorate to their own taste. We do not charge top-up fees as do the purpose built homes.

I found the comments on food very interesting. Food is always an emotive subject. Of course, the residents love mealtimes and if the food is disappointing the resident is disappointed. We currently use Apetito for food supplies, which is bought in ready cooked meals.

One or two residents have been quite disparaging about this type of food and one lady does not eat frozen food. At the moment we have reached a compromise, we buy in and cook the food she likes and we do this for a further two service users. It seems to have placated them for a time, but it is only a short term fix. I was trying to compile a new menu to offer fresh, different food, but apparently it was not nutritious enough. I am happy to have had this over to someone with more dietary knowledge than me. The end result is that we will be changing the mealtime experience. You will also note on your comments that there are good and bad and some actually like the food. You can't please all the people all of the time.

Visitor comments were interesting, I know the gentleman whose visitor was not happy with his appearance. Unfortunately this gentleman will not change his clothes. We have to resort of getting his soiled clothes when we can and putting them through the laundry.

Overall I feel it was a positive report. I do not feel Healthwatch could improve their observations. They were extremely fair and they received very good, good and not so good comments. They were discreet and did not disrupt any things we had planned. The service users were happy to speak to them.